

ADMINISTRATIVE - INTERNAL USE ONLY

QUESTIONNAIRE INSTRUCTIONS

This questionnaire asks for your views about various aspects of personnel management programs in the Agency as you perceive them or as they have influenced you in your job and career.

As you read through the questionnaire, please mark your reactions to each question by circling the number of the response which most clearly expresses your feeling about that particular item. Most of the questions request a "Yes", "?", "No", or "Not Applicable" response. For example:

	YES	?	NO	NOT APPLICABLE
Do you know which Career Service you are in?	1	2	3	4

On this item the individual answered "?" indicating he/she was unsure of his/her career service assignment. The "?" response should indicate an unsure or undecided response to the item, the "Not Applicable" response would indicate that the question does not really apply for this respondent. For instance, if they did not have a Career Service designation for this example then they would circle alternative 4. A few questions ask for a multiple choice response and a few request brief written responses. Please respond to these as indicated. There are no right or wrong answers only your own feelings concerning how you view these issues.

The first several questions are designed to provide us with information about how different groups of employees view these issues. The information you provide on these questions will be used to analyze the responses by large groups of employees and will not be used to identify individual responses. Do not sign your questionnaire. Please complete the questionnaire and return it within two weeks after receipt in the attached return envelope to Office of Personnel/Plans Staff, 626 C of C Bldg.

ADMINISTRATIVE - INTERNAL USE ONLY

BACKGROUND INFORMATION

Please circle the number of the response to each item which best describes your situation:

1. How long have you worked for the Agency?

12 57 1. Less than 2 years  
10 48 2. 2 to 4 years  
29 143 3. 5 to 10 years  
33 164 4. 11 to 20 years  
16 78 5. More than 20 years  
490

2. What is your pay category?

98 476 1. GS (General Schedule)  
2 2. WG, WL, WS (Wage System)  
20 9 3. Other (Please specify \_\_\_\_\_)  
485

3. What is your current pay grade? (GS, WG, WL, WS, or Other)

2 8 1. 1 to 4  
24 116 2. 5 to 8  
20 100 3. 9 to 11  
30 145 4. 12 to 13  
20 99 5. 14 to 15  
4 20 6. 16 and Above  
482

4. What is your highest level of education?

2 2 1. Less than high school graduate  
12 12 2. High school graduate  
18 87 3. Attended technical vocational or business school  
32 154 4. Bachelors degree  
25 119 5. Advanced degree  
482

5. What Directorate-Career Service are you in?

43 1. BDA YES  
91 442 2. BDI NO  
486 3. BDO  
4. DDS&T  
5. ODCI

6. What is your sex?

73 359 1. Male  
27 131 2. Female  
490

ADMINISTRATIVE - INTERNAL USE ONLY

ADMINISTRATIVE - INTERNAL USE ONLY

7. What is your age?

9%  
11 531. 25 or Below  
32 1552. 26 - 34  
29 1443. 35 - 44  
28 1384. 45 and Over  
490

8. 

STATINTL 28 135  
60 296  
5 24  
7 34  
489

9. How long have you worked for your present supervisor?

21%  
25 1241. Less than 6 months  
26 1262. 6 months to 1 year  
23 1103. 1 to 2 years  
13 454. 2 to 3 years  
13 625. More than 3 years  
487

10. How long has it been since you were promoted to a higher grade in the Agency?

9%  
12 571. Never  
25 1232. Less than 1 year  
17 823. 1 to 2 years  
15 714. 2 to 3 years  
33 1635. More than 3 years  
490

11. Are you a supervisor?

9%  
32 1541. Yes  
68 3322. No  
486

12. Have you ever served in more than one Directorate?  
(Actually held a different position in another Directorate.)

41%  
12 2051. Yes  
58 2852. No  
490

13. Have you served in more than one component within your Directorate? (Actually held a different position in another component.)

41%  
45 2211. Yes  
55 2672. No  
488

ADMINISTRATIVE - INTERNAL USE ONLY

		YES	?	NO	NOT APPLICABLE
<i>Possible problem</i>					
* Sup 60% Neg N-Sup 19% Neg	1. Are you making good use of your skills and abilities on your job?	77 1	8 2	15 3	0 4
	2. Do higher level employees do too much lower level work?	31 1	11 2	56 3	2 4
* Lower the grade of people	3. Are you doing the kind of work that you like to do?	73 1	11 2	16 3	0 4
* GSC 8 27% ES 12-13 11% * Sup Neg 6% * MIN 33(Neg) N-Sup Neg 20% N-M 14%	4. Are you given enough work to do?	76 1	2 2	12 3	0 4
* Sup 5% Neg N-Sup 16% Neg	5. Are you given too much work to be able to do a good job?	17 1	6 2	77 3	0 4
* Neg increase by education 16% Neg ADV. Degree 35%	6. Do you feel that in your component the job is being accomplished efficiently?	62 1	13 2	25 3	0 4
* Satisfaction increase by grade 5 5-8 70% 11-13 95%	7. Are you allowed to try new work methods on the job?	82 1	6 2	10 3	2 4
* (Same as 7)	8. Do you have enough say in how to do your work?	78 1	6 2	16 3	0 4
	9. Are you required to get approval for decisions you should be able to make yourself?	27 1	7 2	65 3	1 4
	10. Are people up the line interested in ideas about better ways to get the work done?	67 1	16 2	14 3	1 4
* Variance in responsibilities according to grade 5-7 11 37% production 8-14 70% 15-18 25%	11. Do you think that, overall, your Career Service is fulfilling its responsibilities in the area of career management?	30 1	28 2	41 3	1 4
	12. Does your supervisor talk to you about your career development prospects?	39 1	6 2	53 3	2 4

ADMINISTRATIVE - INTERNAL USE ONLY

	YES	?	NO	NOT APPLICABLE
13. Are you encouraged to develop your skills and abilities?	67 1	9 2	23 3	1 4
14. Are you aware that your Career Service has Developmental Profiles which show the training and experience that are desirable for employees in certain occupational categories?	44 1	5 2	51 3	0 4
15. Have you read the profile applicable to your job?	28 1	3 2	67 3	2 4
16. Do you feel free to discuss your career interests or problems with a career counselor?	57 1	15 2	26 3	2 4
17. Do you feel that your Career Service provides satisfactorily for employee career development needs?	30 1	28 2	41 3	1 4
18. Do you feel your Career Service has been helpful in providing assistance on matters related to your career as an Agency employee?	26 1	19 2	52 3	3 4
19. Do you feel the Agency counseling services in the following areas are satisfactory in meeting employee needs?				
	YES	?	NO	NOT APPLICABLE
a. Personal Problems, (marital, financial, health, etc.)	37 1	45 2	10 3	8 4
b. Benefits/Services (insurance, retirement, VIP, etc.)	69 1	21 2	9 3	1 4

ADMINISTRATIVE - INTERNAL USE ONLY

ADMINISTRATIVE - INTERNAL USE ONLY

	YES	?	NO	NOT APPLICABLE
c. Career Development (career planning, training, assign- ments, etc.)	28 1	28 2	43 3	1 4
d. On the Job Problems (supervisor, safety, materials, equipment, etc.)	44 1	30 2	17 3	3 4
e. Problems Related to Agency Employment (cover, security, conflict of in- terests, etc.)	58 1	17 2	20 3	3 4

Is there any counseling  
service listed in the  
preceding question that  
you do not know how to  
use, e.g., do not know  
where to go or whom to  
see?

39 1	5 2	56 3	0 4
---------	--------	---------	--------

If yes to 20 please  
identify by circling  
the following letter(s)  
appropriate to the above  
categories.

23 a	11 b	26 c	17 d	14 e
---------	---------	---------	---------	---------

Do you feel you would  
jeopardize your stand-  
ing in your Career  
Service if you respond-  
ed to a vacancy notice?

23 1	17 2	58 3	2 4
---------	---------	---------	--------

Do you believe the Agency  
vacancy notice system  
works satisfactorily?

22 1	24 2	53 3	1 4
---------	---------	---------	--------

Are you able to get the  
training you need to do  
your job well?

76 1	10 2	10 3	4 4
---------	---------	---------	--------

Have you received Agency-  
sponsored training since  
your employment here?

92 1	0 2	8 3	0 4
---------	--------	--------	--------

ADMINISTRATIVE - INTERNAL USE ONLY

ILLEGIB

	YES	?	NO	NOT APPLICABLE
If yes, has this training made you more effective on your job or better prepared for promotion?	71 1	9 2	13 3	7 4
Have you adequately utilized any additional training you may have acquired since your employment with the Agency?	64 1	11 2	16 3	9 4
Are your training needs given adequate attention by your supervisor?	54 1	17 2	25 3	4 4
Do you have adequate opportunity to gain experience and training for higher level work?	51 1	13 2	34 3	2 4
Are you satisfied with your opportunities for promotion?	40 1	10 2	49 3	1 4
Do you understand your Career Service (Career Sub-Group) promotion system?	58 1	12 2	30 3	0 4
Do you think that promotions are given fairly in your Career Service (Career Sub-Group)?	36 1	32 2	32 3	0 4
Are you kept pretty well informed of how you are doing on the job?	63 1	7 2	30 3	0 4
Do you understand the difference between the job description and Letter of Instruction?	77 1	5 2	17 3	1 4
Do you feel your fitness reports have been an accurate reflection of your job performance?	73 1	7 2	17 3	3 4

ILLEGIB

	YES	?	NO	NOT APPLICABLE
Are you aware of the criteria upon which your supervisor determines your fitness report rating?	68 1	10 2	22 3	0 4
Has your LOI helped you to better understand your job?	32 1	13 2	43 3	12 4
Do you understand your Career Service's comparative evaluation system?	45 1	10 2	21 3	1 4
Do you know the criteria used to determine rankings on the competitive evaluation list (CEL) on which you are ranked?	30 1	9 2	58 3	3 4
Do you belong to a racial minority group? (i.e. Black, Hispanic, Asian-American)	1	(See Demographics) 2	3	4
Do you feel you would get into trouble if you filed a discrimination complaint?	23 1	20 2	38 3	19 4
Do you know how to file a discrimination complaint or feel you could find out how to relatively easily?	66 1	6 2	17 3	11 4
Do you know how to contact an EEO counselor?	71 1	3 2	17 3	9 4
Do younger employees receive better treatment than older employees in your Career Service?	20 1	36 2	43 3	1 4

ADMINISTRATIVE - INTERNAL USE ONLY



ILLEGIB

45. How are employees from racial minority groups generally treated in your Career Service? (Circle One)

1. Better than other employees
2. About the same as other employees
3. Worse than other employees
4. Unsure

How are female employees generally treated in your Career Service? (Circle One)

1. Better than male employees
2. About the same as male employees
3. Worse than male employees
4. Unsure

	YES	?	NO	NOT APPLICABLE
Do you think the system for handling discrimination complaints is effective?	17 1	65 2	11 3	7 4
Do you believe better job opportunities on a fair, competitive basis have been denied you because of your race?	5 1	6 2	74 3	15 4
Do you believe better job opportunities on a fair, competitive basis have been denied you because of your sex?	8 1	5 2	79 3	8 4
Do you feel the Agency is making progress in providing equal employment opportunities for all employees?	64 1	23 2	13 3	0 4
51. Have you looked through the Personnel Handbook for your Directorate?	70 1	3 2	27 3	0 4

ADMINISTRATIVE - INTERNAL USE ONLY

	YES	?	NO	NOT APPLICABLE
52. If so, is the Director- rate Personnel Handbook a useful reference on questions about person- nel matters?	52 1	26 2	8 3	14 4
Do you feel the Agency has made improvements in personnel management methods and operations in the past 2 years?	40 1	37 2	21 3	2 4
Is your pay fair for the job you do?	69 1	8 2	23 3	0 4
Are you given credit when you do a job well?	71 1	8 2	21 3	0 4
Is the publicity afford- ed Honor and Merit Award recipients appropriate/ satisfactory in most in- stances?	44 1	39 2	15 3	2 4
Do you believe the Agency's Honor and Merit Award pro- grams are effective?	33 1	46 2	20 3	1 4
Does management make appropriate use of Quality Step Increases as a means of recogni- tion?	30 1	25 2	45 3	0 4
Are you usually able to take annual leave when you need to?	94 1	1 2	4 3	1 4
Do you feel that the time taken to process your Association Plan insurance claims is reasonable?	48 1	17 2	11 3	24 4
Do you understand what actions to take to pro- tect your potential bene- fits should you incur an injury while on the job?	44 1	9 2	46 3	1 4

	YES	?	NO	NOT APPLICABLE
62. Do the kinds of insurance programs now available to you as an Agency employee provide you with adequate coverage?	84 1	7 2	7 3	2 4
63. Does the fact that administrative costs of the "VIP" Program must now be paid by subscribers affect your interest in either retaining your membership or becoming a member of this Program?	11 1	26 2	40 3	23 4
64. Do you feel the Office of Personnel has done a good job in administering employee benefits?	48 1	42 2	9 3	1 4
Do you feel that you have been kept adequately informed about the range of employee benefit programs available to you?	55 1	14 2	31 3	0 4
66. Do you feel that you are kept sufficiently up-to-date on changes affecting your benefits under these programs?	53 1	16 2	30 3	1 4
67. Would you rate the following satisfactory at your job location?				
Safety	87 1	6 2	6 3	1 4
Work materials and equipment	87 1	5 2	1 3	1 4
Lighting	81 1	4 2	14 3	1 4
Cleanliness	58 1	8 2	33 3	1 4
Eating facilities	49 1	6 2	41 3	4 4
Transportation	3 1	5 2	26 3	6 4

ADMINISTRATIVE - INTERNAL USE ONLY

ADMINISTRATIVE - INTERNAL USE ONLY

	YES	?	NO	NOT APPLICABLE
ILLEGIB				
Parking facilities	68 1	3 2	27 3	2 4
ILLEGIB				
Temperature	65 1	6 2	28 3	1 4
ILLEGIB				
Space	64 1	5 2	30 3	1 4
Do you know the pro- cedures in your Career Service for handling grievances (not EEO issues)?	37 1	9 2	52 3	0 4
Are you satisfied with present Agency griev- ance procedures?	29 1	56 2	9 3	6 4
Are you confident you know what a grievance is?	59 1	13 2	28 3	0 4
71. Have you not taken action on a grievance because you thought to do so might work against your best in- terests or because you thought nothing would be done about it anyway?	24 1	5 2	56 3	15 4
ILLEGIB				
Do you understand the difference between being declared "surplus" and being identified for "selection out"?	42 1	6 2	52 3	0 4
Do you understand how people in your Career Service are identified for selection out?	20 1	6 2	74 3	0 4
Do you understand the procedures where you work for declaring certain employees to be..."excess to the manpower requirements of (their) Directorate or independent office"?	19 1	7 2	73 3	1 4

ADMINISTRATIVE - INTERNAL USE ONLY

ADMINISTRATIVE - INTERNAL USE ONLY

ILLEGIB

	YES	?	NO	NOT APPLICABLE
Do you feel you have adequate opportunities for advancement in your Career Service?	43 1	18 2	38 3	1 4
Is there adequate opportunity to transfer among the various Directorates in the Agency?	25 1	24 2	50 3	1 4
Is there adequate opportunity for rotational assignments to other positions in your Career Service?	36 1	23 2	39 3	2 4
Do you feel your career is headed in a relatively clear direction in the Agency?	45 1	19 2	35 3	1 4
Do you personally feel that greater attention given to your career planning by your Career Service would be beneficial?	46 1	15 2	18 3	1 4

\*\*\*\*\*

In addition to examining issues related to personnel management programs, it is also timely to request an indication from a cross-section of Agency employees of their perception of morale relative to the impact of external investigations and disclosures in recent months. Your candid response to the following items will be beneficial in providing some perspective on this topic.

ILLEGIB

	YES	?	NO	NOT APPLICABLE
Do you feel that Agency morale has been negatively affected by external disclosures, e.g. Congressional Investigations?	53 1	9 2	37 3	1 4

ADMINISTRATIVE - INTERNAL USE ONLY

ADMINISTRATIVE - INTERNAL USE ONLY

YES ? NO NOT  
APPLICABLE

81. Have revelations regard-  
ing the activities of the  
CIA had a serious nega-  
tive impact on your  
feelings regarding em-  
ployment here?

9 5 86 0  
1 2 3 4

. Do you think the Agency's  
ability to fulfill its  
function in the near  
future (1-2 years) will  
be seriously hampered as  
a result of the Congres-  
sional Investigations?

37 21 40 0  
1 2 3 4

. In the long run (2 years  
and more) do you feel the  
investigations will have  
a beneficial effect on  
the Agency's operation?

41 25 34 0  
1 2 3 4

. Have these external  
pressures (investiga-  
tions, disclosures, etc.)  
had any significant nega-  
tive influence on your  
ability to do your job?

9 2 89 0  
1 2 3 4

85. If yes to 84 please point out briefly in writing the  
nature of this negative influence.

What do you feel is the overall level of morale at this  
time in your component?

1. Very High
2. High
3. Moderate
4. Low
5. Very Low
6. Unsure

N Sups - Sups

3 3  
24 32

ADMINISTRATIVE - INTERNAL USE ONLY

87. Use this page to make any comments or suggestions. If your comments relate to a specific item in this questionnaire please show the question number.

ADMINISTRATIVE - INTERNAL USE ONLY